

Department of Family Services

67-05-Work Support Services and Public Assistance

Fund/Agency: 001/67		Department of Family Services
Personnel Services	\$10,221,728	<p style="text-align: center;">CAPS Percentage of Agency Total</p> <p style="text-align: center;">9.4%</p> <p style="text-align: center;">90.6%</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> ■ Work Support Services and Public Assistance ■ All Other Agency CAPS </div>
Operating Expenses	\$5,111,765	
Recovered Costs	(\$87,760)	
Capital Equipment	\$0	
Total CAPS Cost:	\$15,245,733	
Federal Revenue	\$8,533,829	
State Revenue	\$4,351,001	
User Fee Revenue	\$0	
Other Revenue	\$635,768	
Total Revenue:	\$13,520,598	
Net CAPS Cost:	\$1,725,135	
Positions/SYE involved in the delivery of this CAPS	208/207	

► CAPS Summary

The goal of Work Support Services and Public Assistance is to provide services to the economically disadvantaged residents and job seekers of Fairfax County, Falls Church City and Fairfax City so individuals and families may achieve and maintain the highest level of productivity and independence equal to their abilities.

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Within the framework of the statutes and their regulations of the State Board of Welfare, the Director of the local Department of Social Services is responsible for the administration of Public Assistance in Fairfax County and the Cities of Falls Church and Fairfax. DFS Human Service Workers are responsible for administering and determining initial and ongoing eligibility for numerous Federal and State Public Assistance programs, such as Temporary Assistance For Needy Families (TANF), Medicaid and Food Stamps, in addition to the State General Relief Program, Auxiliary Grants and State/Local Hospitalization Program. These Public Assistance Programs provide financial and/or medical support assistance to indigent individuals and families who are unable to maintain minimum standards of health and well-being through their own efforts. DFS Human Service Workers receive all applications for public assistance programs, interview applicants, and determine and authorize the participant's initial and continued eligibility for all Public Assistance programs. The average monthly public assistance caseload in the County is approximately 29,000 cases.

In June of 2000, the Workforce Investment Act of 1998 superseded the Job Training Partnership Act (JTPA) and it called for the restructuring of a multitude of existing employment and training programs from a variety of Federal funding sources into an integrated workforce investment system. The WIA establishes programs to support youth and adults who are entering/re-entering the job market or seeking to change career goals. It also establishes worker retraining for dislocated workers. Federal funds are provided to the State (Virginia Employment Commission) through the U.S. Department of Labor. The State, in turn, allocates the funds to local areas for implementation. In each local area, a Workforce Investment Board is established to oversee the implementation and maintenance of the WIA. Fairfax County entered into a consortium agreement with Prince William and Loudoun County and the cities of Fairfax, Falls Church, Manassas and Manassas Park to form the Northern Virginia Workforce Investment Area (NVWIA). The Northern Virginia Workforce Investment Board (NVWIB), in partnership with the local elected officials, serves as the governing body for the NVWIA.

Over the past year, the NVWIA has developed and continues to develop multiple One-Stop centers and affiliate sites where information and access to a wide array of job training, education, and employment services are available to anyone through a single point of entry. These services, in addition to more intensive case management and training services, are available to individuals who may be new to the workforce, dislocated, or an incumbent worker.

Work Support Services and Public Assistance is currently operating four One-Stop employment centers throughout Fairfax County and supporting an additional three centers in the NVWIA. These centers provided employment services to over 2,250 job seekers monthly in the NVWIA, with an additional 539 of those job seekers receiving intensive case management, and 265 of the 539 receiving training services.

The One-Stop centers that are operated by the Department are certified under the Malcolm Baldrige National Quality Standards. One of the four centers, Falls Church SkillSource, has gained national recognition and been awarded a grant by the Department of Labor to further develop the center to be a model for One-Stop centers. The other three centers, located in Reston, Fairfax and Alexandria, have been certified as affiliate sites within the consortium's SkillSource network. As the fiscal agent for the NVWIA, the Department is not only responsible for providing employment and training services to job seekers of Fairfax County, but also for the administrative and financial duties for this region under WIA.

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Implementation of the Federal and State Welfare Reform legislation is also among the responsibilities of Work Support Services and Public Assistance. The Virginia Initiative for Employment not Welfare (VIEW) is a key piece of legislation that has had a significant impact on the way services are delivered to Public Assistance recipients. Although the number of VIEW participants has declined since Welfare Reform began in 1996, the level of services required to support current participants have increased dramatically. Many of the current VIEW participants are the hardest to serve and are characterized by a multitude of barriers including learning disability, limited work history, limited English proficiency, alcohol and substance abuse as well as transportation, medical and child care issues. Assisting these individuals in gaining and retaining employment requires intensive case management and increased resources.

Work Support Services and Public Assistance delivers its employment and public assistance services through an integrated One-Stop approach regardless of State/Federal funding streams. This has resulted in streamlined management and more flexible service delivery. The DFS Human Services Workers are responsible for promoting self-sufficiency through delivery of services including business and job development, case management, needs assessments, counseling, advocacy services and referrals to governmental and community services. Work Support Services and Public Assistance programs administered by DFS are:

Temporary Assistance for Needy Families (TANF):

TANF provides temporary financial assistance to eligible families with children. The family receives a monthly cash payment to meet their basic needs. Able-to-work parents receiving TANF, unless otherwise exempted, are required to participate in the VIEW program for as long as the family receives TANF benefits. With Welfare Reform, TANF benefits are limited to 24 months for VIEW participants.

Aid to Families with Dependent Children – Foster Care Program (AFDC-FC):

This program determines the initial and ongoing eligibility for children in foster care. The payments provide for the care and maintenance of children in the care of the agency.

Auxiliary Grants (AG):

This program offers supplemental financial assistance to eligible aged, blind or disabled persons residing in licensed homes for adults.

General Relief Program (GR):

This program provides cash assistance in the form of a monthly grant to categorically eligible low-income individuals in need of financial support who are not eligible for federally subsidized programs such as TANF or Supplemental Security Income.

Food Stamp Program (FS):

The FS program supplements the income of eligible households by providing food coupons to be used to purchase food. In November 2001, the State of Virginia will implement an electronic benefit transfer (EBT) system to provide food stamp benefits to recipients.

Food Stamp Reinvestment Program:

This is a State grant funded program that provides funds to ensure payment accuracy in the Food Stamp program. These funds are applied for on a yearly basis and have included implementation of a call center, funding for food stamp case readers and training for staff.

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Virginia Medical Assistance Program (Medicaid):

The Medicaid program provides medical assistance for low income families with children, recipients of Supplemental Security Income, Auxiliary Grants, and other medically needy people such as pregnant women and children under 19 years of age, deprived children, aged, blind, and disabled individuals and certain Medicare Part A recipients. Limited coverage is also available to categorically and income eligible, non-resident aliens who have had a medical emergency. It is anticipated that the number of people receiving Medicaid will increase in the next year due to a change in the eligibility requirements.

Children's Medical Security Insurance Plan (CMSIP):

This program provides assistance for eligible children, newborn – 18 years of age, who do not have health insurance and are unable to pay for needed medical services. In August 2001 this program transitioned into the Family Access to Medical Insurance Security (FAMIS) plan that will be managed by the State of Virginia. DFS will continue to retain responsibility for insuring that children who are not eligible for Medicaid are referred to FAMIS and assisting with the application process and outreach efforts.

Low-Income Home Energy Assistance Program (LIHEAP):

LIHEAP consists of three components: 1) Energy Assistance – provides supplemental assistance to offset the rising cost of home heating costs when they are excessive in relation to the household income. The benefit maximums are not intended to meet the household's total cost during the heating season. 2) Crisis Assistance – assists households with energy-related, weather-related or supply shortage emergencies that cannot be met by Energy Assistance or other local resources. 3) Cooling Assistance – provides supplemental assistance to offset the cost of cooling a home for those who are disabled and meet certain income guidelines.

Refugee Resettlement Program (RRP):

This program provides financial assistance in the form of a monthly grant to needy refugees/entrants for a limited length of time to assist in their economic and social adjustment.

Repatriate Assistance Program:

This program provides financial loans for a maximum of 90 days to citizens of the United States and repatriated dependents of such U.S. citizens, who are without income or resources. The Federal government reimburses the County for all expenses incurred, including personnel cost, and the client re-pays the loan directly to the Federal government.

State and Local Hospitalization (SLH):

SLH provides assistance with payment for hospitalization to low-income individuals who are unable to pay for needed medical services. People eligible for Medicaid are not eligible for SLH.

Fraud FREE Program:

The Fraud FREE program seeks the recovery of overpayments from financial assistance overissuances in the public assistance programs. It also prevents potential recipients from obtaining benefits through the use of fraudulent acts by providing “up front” investigations. The Fraud Recovery Special Fund is supported by the State-retained dollars from the collection of overpayments in all public assistance programs, which funds the Fraud Free program.

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VIEW:

The VIEW program is the mandatory employment component of the TANF program for able-to-work parents with children over 18 months of age. It was implemented in Fairfax County in 1996. Since that time, over 3,000 VIEW clients have participated in the program. Although the VIEW caseload has been reduced in numbers, the majority of the VIEW participants that DFS now serves are the “hard to serve” population. These participants have multiple barriers to employment, such as limited English skills, little or no training for the workplace, learning disabilities, substance abuse problems, etc. and require intensive case management services.

Welfare to Work (WTW):

This grant-funded program provides intensive services to TANF clients with specific barriers to employment, such as poor work history or no high school diploma. In addition, the Department has a partnership with the Community Services Board to provide alcohol and drug screening to Department of Family Services customers. Alcohol and Drug Services employees work on-site to provide access to services for clients with suspected drug and alcohol abuse problems and to assist them in obtaining the help they need. Many of the Department’s VIEW clients are also enrolled in the Welfare to Work program because of the additional services they can receive in this program.

Food Stamp Employment and Training (FSET):

This program provides employment and training services to food stamp recipients who are not exempt from working due to age, disability, etc.

Workforce Investment Act (WIA) of 1998:

Employment and training services are delivered through One-Stop centers and affiliate sites where information and access to a wide array of job training, education, and employment services are available to anyone through a single point of entry. Information and services that are accessible through the One-Stop centers includes unemployment insurance, WIA assistance programs, welfare-to-work, assistance programs, vocational rehabilitation, post-secondary and adult vocational education, and other Federal employment and training programs. There are three streams of funding under WIA—Adult, Dislocated and Youth.

Metro Tech:

A Federally-funded project designed to address the need for qualified individuals with high technology skills employers are seeking. This is a unique partnership between the Northern Virginia Technology Council, the Technology Council of Maryland, the Greater Washington Board of Trade, the Washington D.C. Technology Council and workforce agencies such as ourselves in Washington, D.C., Maryland and Virginia.

DOL Model One-Stop Grant:

A Federally-funded project aimed at developing a model One-Stop center that can become a benchmark site for the U.S. Department of Labor and a set of strategic activities for the Northern Virginia Workforce Investment Board to demonstrate how services can have quality and depth for both the business and job seeker customer.

TANF Hard-to-Serve Grant:

A grant to develop a program for adult participants of the TANF program who are learning disabled modeling the Bridges to Practice program. The grant will include screening and identification, assessments and support services, and vocational-specific individual accommodation plan.

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Welfare Reform Transportation Grant:

The Job Access and Reverse Commute Program provides transportation services to assist welfare recipients and other low-income individuals in accessing employment opportunities, and to increase collaboration among the regional transportation providers, human service agencies and related service providers, employers, metropolitan planning organizations, states and affected communities and individuals.

► **Method of Service Provision**

Through its comprehensive business approach, the Work Support Services and Public Assistance program area has trained and enabled its workforce to deliver a combination of public assistance and employment and training programs collaboratively, weaving in supportive services as needed.

DFS staff provides this range of services at four DFS regions located in Reston, Fairfax, Alexandria (Route One) and Falls Church. For public assistance programs, staff receive all applications, interview applicants and determine eligibility, and authorize and coordinate customers' initial and continued eligibility for these services. State regulations require that applications for assistance be made at the local department of social services office in the county/city in which the applicant resides. State regulations also require that a face-to-face interview for most programs be conducted between the applicant/recipient and the caseworker before authorizing initial or ongoing benefits. These interviews are conducted by DFS Human Service Workers in the DFS office or in the clients' homes.

Employment and training services are provided through One-Stop employment centers also located at the same four regional offices, as well as other Partner (i.e. Virginia Employment Commission) offices throughout the region. Information and services that are accessible through the One-Stop centers include unemployment insurance, WIA assistance programs, welfare-to-work, vocational rehabilitation, post-secondary and adult vocational education, and other Federal employment and training programs. Through more intensive services, individuals can also access career counseling, testing and assessment, job placement and job training. Services are delivered through a combination of self-help and directed services depending upon each individual's needs.

Core operating hours are 8:00 a.m. to 4:30 p.m. Monday through Friday. In addition, the Falls Church SkillSource Center is open Wednesday evenings until 7:00 p.m. Services may also be arranged for non-core hours to meet client's needs for both public assistance and employment needs.

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► Performance/Workload Related Data

Average Monthly Caseloads

Title	FY 1998 Actual	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate	FY 2002 Estimate
TANF	2,086	1,656	1,243	1,079	1,000
VIEW	803	521	307	207	200
Auxiliary Grant	213	251	185	198	200
General Relief	640	566	573	587	600
Food Stamps	7,101	6,945	6,845	6,515	6,600
Medicaid	15,990	16,298	19,087	19,526	20,000
CMSIP*	NA	1734	2878	3,000	**3,000
RRP	61	39	71	65	65
SLH	507	479	601	498	500

*CMSIP figures are compiled by the number of individual children receiving assistance. All other counts are by families who receive assistance.

**This program was converted to the State FAMIS program beginning August 1, 2001.

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► Performance Indicators*

Title	FY 1998 Actual	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate	FY 2002 Estimate
TANF applications completed	2,876	NA	2,148	2,000	2,000
Medicaid applications completed	9,822	11,605	13,310	13,500	13,800
Food Stamp applications completed	10,037	10,233	8,688	8,700	9,000
Clients served in VIEW program	1,642	1,166	749	550	500
Cost per public assistance/Food Stamp/Medicaid application	\$373	\$397	\$399	\$432	\$432
Cost per client served in VIEW	\$2,216	\$3,092	\$3,643	\$2,909	\$2,936
TANF applications completed within State-mandated time frame	2,569	NA	1,850	1,800	1,800
Medicaid applications completed within State-mandated time frame	8,336	9,704	11,551	12,150	12,420
Food Stamp applications completed within State-mandated time frame	9,763	9,892	8,488	8,439	8,730
Percent of VIEW clients placed in a work activity	70%	68%	66%	70%	70%
Percent of TANF applications completed within State-mandated time frame	89.3%	NA	86.1%	90%	90%

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Title	FY 1998 Actual	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate	FY 2002 Estimate
Percent of Medicaid applications completed within State-mandated time frame	84.9%	83.6%	86.8%	90%	90%
Percent of Food Stamp applications completed within State-mandated time frame	97.3%	96.7%	97.7%	97%	97%
Average monthly wage for employed clients in VIEW program	\$882	\$992	\$1,091	\$1,190	\$1,290

*Workforce Investment Act of 1998 (WIA)

Implementation of the WIA program began in fiscal year 2001 and although the initial performance standards have been established, the management information system responsible for the collection and reporting of performance data is still under development by the State. This system is expected to be delivered and implemented in the fall of fiscal year 2002, therefore data on performance standards are not available at the time of this report.

► **Mandate Information**

This CAPS is Federally or State mandated. The percentage of this CAPS' resources utilized to satisfy the mandate is 76 - 100%. The specific Federal or State code and a brief description of the code follows:

- The Director of the local Department of Social Services is responsible for the administration of Work Support Services and Public Assistance in Fairfax County and the Cities of Falls Church and Fairfax as described in the statutes below:
- AUXILIARY GRANTS - State mandate: Code of Virginia 63.1-25, 63.1-86-87, 63.1-92, 63.1-107 through 63.1-110, 63.1-114, 63.1-116, 63.1-119 - Federal mandate: Social Security Act 1616, 1618; Code of Federal Regulations 416.2099, 416.2095- 416.2099
- CHILDREN'S MEDICAL SECURITY INSURANCE PLAN (CMSIP) - State mandate: Code of Virginia 32.1-351
- FOOD STAMPS - State mandate: Code of Virginia 63.1-25.2 - Federal mandate: Code of Federal Regulations 271 through 282; Public Law 88-525, Sec. 2013
- FOOD STAMP EMPLOYMENT and TRAINING (FSET) - State mandate: Code of Virginia 63.1-25.2 - Federal mandate: Code of Federal Regulations 271 through 273, 277
- FRAUD INVESTIGATIONS/COLLECTIONS - State mandate: Code of Virginia 63.1-58.2
- ENERGY ASSISTANCE PROGRAM (LIHEAP) - Federal mandate: Public law 97-35, 103-252 - Code of Virginia 63.1-25, 63.1-86, 63.1-87

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- MEDICAID - State mandate: Code of Virginia 32.1-324.1, 63.1-86, 63.1-87, 63.1-92, 63.1-97.1, 63.1-98, 63.1-107 through 63.1-110, 63.1-114 - Federal mandate: Code of Federal Regulations 431.10, 431.200, 431.800, 435.905, 435.911, 435.912
- REFUGEE RESETTLEMENT - State mandate: Code of Virginia 63.1-25, 63.1-86, 63.1-87, 63.1-92, 63.1-107 through 63.1-110, 63.1-114, 63.1-116, 63.1-119 - Federal mandate: Code of Federal Regulations 400.4, 400.23, 400.50, 400.90, 400.202, 401.12 STATE-LOCAL HOSPITALIZATION - State mandate: Code of Virginia 32.1-345, 32.1-347
- TEMPORARY ASSISTANCE for NEEDY FAMILIES - State mandate: Code of Virginia 63.1-86 - Federal mandate: Public Law 104-193
- VIRGINIA INITIATIVE for EMPLOYMENT NOT WELFARE (VIEW) - State mandate: Code of Virginia 63.1-133.41 - Federal mandate: Public Law 104-193.